



New Jersey Department of Children and Families Policy Manual

Manual:	NJAC	NJ Administrative Code Excerpts	Effective Date:
Title	10	Human Services	
Chapter	121A	Manual Of Requirements For Adoption Agencies	11/3/2008
Subchapter:	2	Certification Procedures	
Section	6	Complaints (N.J.A.C. 10:121A-2.6)	

§10:121A-2.6 Complaints

(a) Whenever the Office of Licensing receives a report questioning the certification status or compliance of an adoption agency with requirements of the State Adoption Law or alleging violations of this chapter by the agency, the Office of Licensing shall ensure that the allegation is investigated to determine whether the complaint is substantiated.

(b) The Office of Licensing shall notify the complainant and the agency in writing of the results of the complaint investigation after the report of the investigation has been finalized. Such notification shall include the results of the investigation, pursuant to the State Public Records Act (N.J.S.A. 27:1A-1 et seq.), commonly known as the State Right to Know Law and the Open Public Records Act (N.J.S.A. 47:1A-1 et seq.), except that any information not permitted to be disclosed under the Child Abuse and Neglect Law (N.J.S.A. 9:6-8 et seq.), the State Adoption Law or other law prohibiting such disclosure shall be withheld.

(c) Any individual filing a complaint may do so anonymously. If the complainant reveals his or her identity, the name of the complainant, together with a description of the complaint and its status, shall be included in the Office of Licensing's records and shall be available for public review upon completion of the investigation, pursuant to the State Public Records Law and the Open Public Records Act, except that any information not permitted to be disclosed pursuant to the Child Abuse and Neglect Law, the State Adoption Law or other law prohibiting such disclosure shall be withheld.

(d) The Office of Licensing shall consider complaints or other notifications regarding an agency's adoption practices in a state other than New Jersey in reviewing that agency's adoption practices, if such complaints have implications for the agency's service in New Jersey.

(e) No agency shall discriminate against a person because of the filing of a complaint under this section.

(f) The agency shall cooperate with the Office of Licensing's investigations whenever such complaint investigations are conducted and shall ensure that all information that is requested by the Office of Licensing is complete and accurate. The agency shall ensure that all staff members are available for interview upon the Office of Licensing's request.